

1. The first step is to identify the problem. This involves understanding the current situation and what needs to be changed.

2. The second step is to set goals. These should be specific, measurable, achievable, relevant, and time-bound.

3. The third step is to develop a plan. This involves determining the steps that need to be taken to achieve the goals.

4. The fourth step is to implement the plan. This involves putting the plan into action and monitoring progress.

5. The fifth step is to evaluate the results. This involves assessing whether the goals have been achieved and what lessons can be learned.

6. The sixth step is to make adjustments. This involves making changes to the plan or goals as needed.

7. The seventh step is to communicate. This involves sharing information about the process and results with others.

8. The eighth step is to document. This involves keeping records of the process and results for future reference.

9. The ninth step is to review. This involves periodically reviewing the process and results to ensure ongoing improvement.

10. The tenth step is to celebrate. This involves recognizing and rewarding success.

## Mike Qi

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349	125 129	6/10/05	200
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